



IT SOLUTIONS SPECIALIST

Are you passionate about problem-solving, innovation, and efficiency? Are you ready to step into a role that drives organizational optimization by utilizing available resources? This might be the real game-changer to your career! Samaritan's Purse Canada (SPC) is seeking a Solutions Specialist who will be the forefront of managing product updates while ensuring their effectiveness.

Samaritan's Purse is a Christian international relief organization providing spiritual and physical aid to hurting people around the world. Since 1970, Samaritan's Purse has helped meet the needs of people who are victims of war, poverty, natural disasters, disease, and famine with the purpose of sharing God's love through His Son, Jesus Christ.

As the Solutions Specialist, reporting directly to the Application Support Manager, you will play a crucial role in managing product updates to ensure their effectiveness. Additionally, you will be instrumental in fostering staff development by creating comprehensive training plans and engaging in training sessions. You will be the strategic mind behind presenting recommendations to IT Management, aiming to optimize product utilization, which directly contributes to the overall efficiency and success of the organization. As a valued member of our IT team, your contributions will help the organization fulfill its mission and objectives, including participation in daily prayer ministry.

The successful candidate will fulfill a one-year contract position in the Calgary head office, with a hybrid work-from-home arrangement available. Additionally, the anticipated start date for this role is set for January 2024. This position includes a comprehensive benefits package, including life insurance, medical/dental and short-term/long-term disability, RRSP contributions after one year of employment, and 15 vacation days per year to start.

If you're ready to make a difference, embrace innovation, and drive both personal and organizational growth, this might just be your dream role!

Key responsibilities include but are not limited to:

- Ensures an in-depth understanding of each product, maintaining up-to-date expertise in the field
- Manages and oversees product updates and documentation effectively and efficiently
- Develops and executes comprehensive staff training plans for essential products to ensure user proficiency
- Provides timely support to end-users for assigned products, including diagnostics, troubleshooting, and root cause analysis
- Demonstrates a comprehensive grasp of business, legal, and corporate frameworks related to managed products
- Understands the product space and keeps an awareness of alternate products that could be used if the original product is no longer feasible
- Acts as the primary point of contact for vendor relations, liaising between our organization and external vendors for assigned products
- Reviews incoming invoices for accuracy and compliance, coordinating with the Finance Liaison for processing
- Monitors and tracks maintenance renewals with vendors proactively to prevent disruptions in essential services or supplies

Qualifications:

- Qualified applicants must be committed to Christian values and precepts and be in agreement with the Samaritan's Purse Statement of Faith
- Bachelor's degree in Information Technology, Computer Science, or a related field
- 5+ years of proven experience in designing and implementing IT solutions
- Strong knowledge of hardware, software, networking, and security technologies
- Proficient in Microsoft Office Suite

Note: Staff must be in agreement with the Samaritan's Purse Statement of Faith and be committed to Biblical values, precepts and conduct. We thank all applicants for their interest; however, only qualified candidates will be contacted for an interview.

No phone calls please.



- Excellent problem-solving and analytical skills
- Strong oral and written communication skills
- Ability to work collaboratively in a team and independently as needed
- Experience in training and product engagement is an asset
- Relevant certifications (e.g., ITIL, Microsoft etc.) are an asset

Contact Information:

To respond to this opportunity, please forward your resume together with a cover letter detailing your passion for Christian ministry employment to:

Attention: Human Resources
20 Hopewell Way NE, Calgary, AB T3J 5H5
Email: employment@samaritan.ca

Application Deadline: Open until a suitable candidate is selected

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